

PERSONNEL DEVELOPMENT SEMINARS (PDS) Request for Proposals (RFP)

Course title: **WORKING WITH EMPLOYEES: A COUNSELING APPROACH**

Prerequisites: None

Intended audience: Executives, Managers, Supervisors

Overall purpose of course:

Learn to use a step-by-step counseling approach with employees to help them improve their performance and elicit a change in their behavior.

Topics to include:

- analyzing personal coaching/counseling style
- identifying specific strategies for enhancing personal style
- measuring participants listening abilities
- exploring the importance of nonverbal communication
- learning to confront effectively
- pre-testing and post-testing

Suggested delivery methods:

- mini-lecture
- individual activity
- small/large group activity
- diverse approaches in teaching to match the different styles of adult learners

Specific instructor qualifications:

- knowledge of adult learning principles
- experience training adults
- expertise in subject matter
- experience with government entities

Course length (contact hours per day): 2 days (14 hours)

Estimated number of 2004-2005 Sessions: 2

Approximate participants per course: minimum 18 maximum 24